

RICHARD C. HIRSCH
11 MINSTREL ROAD
MAYHILL, NM 88339



Tel: 1-505-687-2100
E-mail Address:
rchhdhrhp@pvtn.net

AUTHOR OF

April 5, 2007

Representative Stevan Pearce
 400 North Telshor, Suite E.
 Las Cruces, NM 88011

Dear Representative Pearce:

This is to inform you of a difficult situation that my wife and I experienced on the issue of renewal passports for a planned trip to Europe. We became so frustrated over the matter that we contacted your New Mexico offices at Roswell and Las Cruces.

On February 2, I forwarded the prescribed applications by mail for the renewal of our expired passports, with the necessary photographs and a check for the required fee. On February 26, our bank paid the check, and from that point on we heard nothing from the passport office in Philadelphia.

After a month of waiting I began to call their phone number 1-877-487-2778, for a total of at least 10 times in a week but could never speak to a representative even though instructed to hold for one. Instead, a recording belabored the overload that was slowing down the issuance of passports in spite of overtime and extra staff doing the work.

I tried contacting them by e-mail and on their webpage but to no avail. No response was received to confirm whether or not the passports would be issued before our departure date of April 15. At that point I called your Roswell office first and was given the e-mail for your Las Cruces office representative with the advice that they would provide assistance.

When I contacted that office, I was impressed with the understanding and concern that a young lady named Anna Maria had when I explained our situation to her, as well as her willingness to do what she could. I know that she spent some time on the telephone about our problem, calling numbers that were not available to me. I'm not able to be specific on all the help she gave, but I believe that she was most helpful.

One week after contacting her our passports arrived by Priority Mail. What a relief it was to receive them, and not have to cancel our flight reservations. It would have been a morale problem for all of us, especially our U.S. Air Force son, Major Richard M. Hirsch, at NATO headquarters in Germany, who is looking forward to our visit.

In closing, we want you to know that we greatly appreciate the help that your staff gave to resolve this problem. They were most courteous and considerate in their response. Our heartfelt thanks to you and to them for providing help when needed.

Sincerely yours

Richard and Huguette
 Richard and Huguette Hirsch

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